

## Heidi van der Walde, LCPC

11904F Darnestown Road  
Gaithersburg, MD 20878  
(301) 869-1334

### Policy and Fee Information

#### Confidentiality

Everything discussed in the session is strictly confidential. I will disclose information about your treatment to others only with your written authorization. The only exceptions to this are suspected child or elder abuse or neglect, the expressed intention to harm yourself or others, a court order, or information requested by your insurance carrier. Confidentiality and the above exceptions are determined by federal and state laws, and by the ethical practices outlined by the professional licensing board.

#### Sessions

Each individual session is generally 45-50 minutes. Couples and marriage counseling sessions are generally 60-75 minutes. **To receive the most from therapy, it is important that you commit to attending sessions regularly.** If you must cancel a session, kindly do so at least 48 hours in advance of the appointment time. Please note that the date and time of your scheduled session is a slot specifically reserved for you. **You will be charged for a full session if you cancel without 48- hour notice.**

#### Telephone Calls/Reports/Emergencies

I do not charge for brief telephone conversations to schedule, change or confirm appointments. Any telephone conversation exceeding ten minutes will be billed as a regular session. All reports requested by clients will be billed at my hourly rate of \$ 135.00 per hour in increments of 15 minutes. I attempt to return telephone calls within 24 hours; however, because I am a solo practitioner, it may take up to 48 hours to return your call. In your message, please be sure to state the nature of your call, leave your telephone number(s), the date and time of your call, as well as when you can be reached. If you have an emergency and can not wait for my return call, go to your nearest emergency room, or call your local community services emergency number. The telephone number for the Montgomery County Crisis Center is (240) 777-4000.

#### Fees

The fee for the initial intake session is \$ 150.00, and follow-up sessions are \$ 135.00 or determined by your insurance carrier. I accept cash, checks and credit cards. There is a 5% fee for all credit card transactions. You are responsible for any amount not covered by insurance. While I outsource to a billing company and verify benefits prior to your appointment, as insurance companies' state: verification of benefits does not guarantee payment. **It is your responsibility to determine what your insurance policy covers, including: deductibles, co-pays, obtaining necessary pre-authorizations, treatment plans, and following-up on claims that are denied.** Payment is expected at time of service. All clients need to pay any outstanding balances before follow-up sessions will be scheduled.

I have read the information above and agree to it. I have also been given a copy of this policy statement.

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Signature of client or Guardian

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Date